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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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September 23, 2005

TO: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **JEWISH VOCATIONAL SERVICES CONTRACT REVIEW –
WORKFORCE INVESTMENT ACT (WIA) ADULT, DISLOCATED
WORKER, SPECIAL NEEDS AND YOUTH PROGRAMS**

We have completed a contract compliance review of Jewish Vocational Services (JVS). JVS is a service provider for the Workforce Investment Act (WIA) Adult, Dislocated Worker, Special Needs and Youth Programs. The review was conducted by the Auditor-Controller's Countywide Contract Monitoring Division.

Background

The Department of Community and Senior Services (DCSS) contracts with JVS, a private, non-profit, community-based organization, to assist individuals obtain employment, retain their jobs and increase their earnings. The types of services provided by JVS include career planning, occupational skills, training and job placement. JVS's offices are located in the Third District. For the current fiscal year, DCSS has paid JVS approximately \$520,000 for providing WIA Program services.

Purpose/Methodology

The purpose of the review was to determine whether JVS is providing the services outlined in their County contract to eligible individuals, and if JVS is complying with WIA guidelines and regulations. Our monitoring visit included a review of JVS' participant case files and interviews with program participants, participant employers and JVS staff.

"To Enrich Lives Through Effective and Caring Service"

Results of Review

Generally, JVS provided career planning, occupational skills, training and job placement services in compliance with the County contract and WIA guidelines. In addition, JVS provided services to participants who met eligibility requirements.

For 10 of the 10 case files sampled, JVS did not sufficiently complete the Individual Service Strategy (ISS) plans in accordance with WIA guidelines. The ISS plans track the needs and services of the program participants and their progress towards achieving established goals. In addition, for Fiscal Year 2004-2005, JVS' Adult, Dislocated Worker, and Youth Programs did not meet their mid-year targets for program participant enrollment. Details of our reviews, along with recommendations for corrective action, are attached.

Review of Report

We discussed our reports with JVS who generally agreed with our findings. In their attached response, JVS indicated their plans for corrective action. In addition, we notified DCSS of the results of our review. DCSS will monitor JVS to ensure that areas of non-compliance disclosed in this report are resolved.

We thank JVS for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

- c: David E. Janssen, Chief Administrative Officer
Cynthia Banks, Chief Deputy Director, Department of Community and Senior Services
Vivian Seigel, Chief Executive Officer, Jewish Vocational Services-Los Angeles
Public Information Office
Audit Committee

**WORKFORCE INVESTMENT ACT
ADULT, DISLOCATED WORKER, SPECIAL NEEDS & YOUTH PROGRAMS
FISCAL YEAR 2004-2005
JEWISH VOCATIONAL SERVICES**

ELIGIBILITY

Objective

Determine whether Jewish Vocational Services (JVS) provided services to individuals that meet the eligibility requirements of the Workforce Investment Act (WIA).

Verification

We selected a sample of 31 program participants (21 Adult, Dislocated Worker and Special Needs and 10 Youth) from a total of 100 participants that received services between July 2004 and January 2005. We reviewed the case files for documentation to confirm their eligibility for WIA services.

Results

Each of the case files reviewed contained documentation to confirm the participants' eligibility to receive program services.

Recommendation

There are no recommendations in this section.

BILLED SERVICES/ CLIENT VERIFICATION

Objective

Determine whether JVS provided the services in accordance with the County contract and WIA guidelines. In addition, determine whether the services that JVS billed the Department of Community and Senior Services (DCSS) were actually provided.

Verification

We selected a sample of 31 program participants (21 participants enrolled the Adult/Dislocated Worker/Special Needs programs and 10 participants enrolled in the Youth program). We also reviewed their case files for documentation of the types of services the participants received and whether the services were provided in accordance with WIA guidelines. In addition, we interviewed 20 program participants and 10 WIA program employers and administrators.

Adult Services Results

The 21 program participants interviewed were satisfied with the services they received from JVS. In addition, the adult service employers and administrators interviewed also confirmed providing the services that JVS billed to DCSS.

Overall, the WIA Adult participant case files contained documentation indicating that JVS provided services in compliance with WIA guidelines. JVS did not maintain adequate case notes for 2 (10%) of the 21 Adult participants. JVS had not documented the two participants' activities for approximately one year. WIA guidelines require JVS to document all of the services that program participants receive.

Youth Services Results

The 10 program participants interviewed stated that they were satisfied with the services they received from JVS. In addition, the youth service employers and administrators interviewed also confirmed providing the services that JVS billed to DCSS.

Overall, JVS did not complete the Individual Service Strategy (ISS) plans for the 10 program participants sampled in accordance with WIA guidelines. The ISS plans track the needs and services of the program participants and their progress towards achieving established goals. Specifically, we noted the following:

- For nine (90%) of the 10 ISS plans, JVS did not incorporate the participants' long-term goals or list the achievement objectives required to obtain their goals. In addition, the ISS plans did not identify tangible benchmarks to help the participants achieve their goals or the participant's progress toward the goals as required by the County contract.
- For 10 (100%) of the 10 ISS plans, JVS did not prioritize each plan's Goal and Service Plan sections or provide justification for the prescribed activities as required by the County contract.
- For 10 (100%) of the 10 ISS plans, JVS did not document their monthly review of the ISS plans with the participants as required by the WIA guidelines.

In addition, for 3 (30%) of the 10 program participants, JVS did not update the participants' case files to reflect the participants' program activity as required by the WIA guidelines.

Recommendations**JVS management:**

1. Ensure that the ISS plans are completed in accordance with the County contract and WIA guidelines.
2. Ensure that JVS staff adequately document their monthly meetings with the program participants to discuss their ISS plans.
3. Ensure that case notes document the services the participants received.

PROGRAM OUTCOME PERFORMANCE**Objective**

Determine whether JVS is attaining their targeted performance levels of enrolling at least 80% of their planned total enrollment.

Verification

We reviewed JVS' mid-year statistical data for enrollment for FY 2004-2005.

Results

Overall, JVS did not meet their targeted performance levels for the first six months of FY 2004-2005. During this period, JVS was required to enroll 36 new program participants in the Adult Program and 27 new program participants in their Dislocated Worker Program. Their actual enrollment in the Adult program was 28 and actual enrollment in the Dislocated Worker Program was 17. For the first six months of FY 2004-2005, JVS' Youth Program was required to enroll 18 new program participants, their actual enrollment was 12.

For the Special Needs Program, JVS exceeded their targeted performance level. During this timeframe, JVS' Special Needs Program was required to enroll 19 new program participants, their actual enrollment was 23.

Recommendation

4. JVS management develop strategies to ensure that performance measures for the WIA Adult, Dislocated Worker, and Youth Programs are met.



August 30, 2005

J. Tyler McCauley, Auditor-Controller
Countywide Contract Monitoring Division
Department of Auditor-Controller
1000 S. Fremont Ave., Unit 51, Bldg. A9East
Alhambra, CA 91803-4737

RE: **JEWISH VOCATIONAL SERVICES**

Dear Mr. J. Tyler McCauley,

This letter is in response to the file review conducted by the Los Angeles County Department of Auditor-Controller's Countywide Contract Monitoring Division for JVS: WIA Programs; Adult and Dislocated, Specials Needs and Youth. In the **Letter of Findings**, it was indicated that twenty-one Adult files and ten Youth files were reviewed; results and recommendations were noted. JVS staff took the following corrective actions.

Adult Programs

Finding: JVS did not maintain adequate case notes for 2 (10%) of the 21 Adult participants. JVS had not documented the two participants' activities for approximately one year. WIA guidelines require JVS to document all of the services that program participants receive.

Response: It must be noted that the files reviewed by Auditors were of clients that had already completed all plan services and had been exited with placement. All follow-ups were conducted and filed; Auditors reviewed the follow-up documentation. Although communication had been maintained by the caseworker through the retention period, the communication was not logged as a case note in the clients' files.

Corrective Action: Caseworker and Case Manager will now document in the case notes, all attempts of contact when conducting follow-up retention services and when they are completed.

Youth Programs

Finding: For nine (90%) of the 10 ISS plans, JVS did not incorporate the participants' long-term goals or list the achievement objectives required to obtain their goals. In

addition, the ISS plans did not identify tangible benchmarks to help the participants achieve their goals or the participant's progress toward the goals as required by the County contract.

Finding: For 10 (100%) of the 10 ISS plans, JVS did not prioritize each plan's Goal and Service Plan sections or provide justification for the prescribed activities as required by the County contract.

Finding: For 10 (100%) of the 10 ISS plans, JVS did not document their monthly review of the ISS plans with the participants as required by the WIA guidelines.

Response: Achievements, goals and reviews were noted in all clients' case notes, but upon Auditor's review it was brought to JVS' attention that files did not follow the appropriate format for documentation on the ISS. It must also be noted that the WIA Youth is a new program to JVS, and had only been in operation for six months when the audit occurred. Furthermore, County of Los Angeles Community and Senior Services had been unable to provide technical training and support to this new program. In addition, JVS has completed a Governor's 15% WIA Youth Program. With the state WIA youth program, Jewish Vocational Service met all state standards for WIA eligibility, documentation requirements and enrollment goals per State technical training and support. Jewish Vocational Service credits the training the state provided as one of the reasons for the program's success.

Corrective Action: All files have been updated and noted with more attention to following the format stated by the County contract and Community and Senior Services Department. In response, JVS has implemented an internal file review of the ISS plan and case notes. JVS understands the difficulty that comes with new terminology and will use county terminology to reduce confusion when county staff reviews are files. In JVS' evaluation, management will ensure case managers documentation is semantically correct with county expectations. Long-term and short-term goals will be labeled in county terminology, prioritized to contract standards and meetings with the youth will be recorded in case file as well as noted by a sign in sheet.

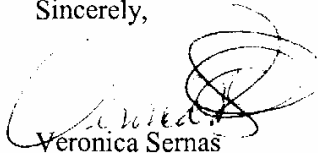
Performance for both Adult and Youth Programs

Findings: JVS did not meet their targeted performance levels for the first six months of FY 2004-2005. During this period, JVS was required to enroll 36 new program participants in the Adult Program and 27 new program participants in their Dislocated Worker Program. Their actual enrollment in the Adult program was 28 and actual enrollment in the Dislocated Worker Program was 17. For the first six months of FY 2004-2005, JVS' Youth Program was required to enroll 18 new program participants; their actual enrollment was 12.

Response: JVS has a marketing and outreach plan for the WIA programs, but program enrollments depend on flow of customer and external factors such as the holiday season and referrals from the Employment Development Department. As part of JVS marketing strategy, we are now targeting new community based organizations regarding services and conducting monthly out reach presentations at the local EDD office, which has increased enrollments for all JVS WIA programs. The outreach efforts resulted in attaining enrollments goals for the Contract of 2004-2005 year, Adult 90% of goal, Dislocated 100% of goal and Specials Needs program, 100% of goal. In addition the WIA Youth program has partnered with Olympic High School and Santa Monica College to assist with reaching our enrollment goals for the 2005-06-contract year

Should you have any questions or concerns please feel free to contact me at (323) 904-4903 or vsernas@jvsla.org. Thank you for your attention to this matter.

Sincerely,



Veronica Sernas
Operations Manager
JVS West Hollywood WorkSource Center

CC: Angie Cooper, Director of Workforce Development
Claudia Finkel, Chief Operating Officer
Jon Lamirault, Supervisor of Youth Programs